

2014-302E

In response to Ms Yarbrough
 Testimony on behalf of DE C, LLC

Q. What is the nature of Sheryl McNeill's Complaint?

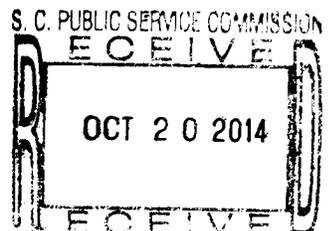
Response to Yarbrough's Answer: I do not recall any info given to me by any Rep of DE about any Plan. I said yes to nothing. The company's record is WRONG about application Date. We moved from 938 Sunshine Ln to 111 Church St on April 17, 2013 not April 19 as Company records show. Service was terminated at 938 Sunshine Ln ~~to~~ to 111 Church St same day we moved. My husband and I remember it was April 17, 2013. Application for transfer had to be before or on April 17. Also, if I had agreed to EAP, I would have told my husband who pays the DE Bill over phone. Seems like company's records can be incorrect. I did not sign a contract or verbally say "yes" to EAP. DE has no legal proof in written form or recorded.

Q. How was Monthly Amount Determined?

Response: My husband called first part of April to pay bill over phone. The amount was \$199.00. This was higher than it ever had been. He then talked to a male rep that told him we were on EAP.

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RETURN DATE: posted marked 02/10/16
 SEP 11 2014



The \$199.00 amount was the new payment for EPP. ~~The~~ The rep said we should now be OK. Didn't say there was a 1 year settle up! My husband didn't want to fight DE about this ~~dispute~~ dispute being put on EPP without us knowing. Just pay the \$199.00 and all is OK. But it wasn't. I also called in April and talked to a female rep to ask from what residence was EPP calculated. She said 938 Sunshine Ln NOT 111 Church St. We still didn't want to fight it.

Q. Do the Company's records indicate any contact from Ms McNinch The EPP...ect.?

Response: Seems company's records can not be relied upon. My Husband and I both talked to a rep in April. My husband called to pay in June '14 to pay bill and found out about the large balance to be paid. My husband went online to Company's Website about EPP and he saw about EPP settle up after 1 year. We didn't know what to do. So that is when I called and talked to a rep in June about our options. We thought it would continue \$199.00 monthly until caught up. I canceled EPP and asked if we could make a payment plan. I didn't dispute the account because I knew in April we were on EPP BUT not about the 1 year settle up! Continue →

Yes, I tried to make a payment agreement. All of it was just too much for us to pay as we found out in July. My husband is recorded saying that he thought I didn't understand EPP. He nor I fully understood in April when we found out that we were on EPP especially the 1 year settle up. This is after my husband found out in June about "Settle up", so yes my recording in June sound like I always knew but didn't. WHERE ARE OUR CALLS recorded in April?

Also Carolina Com. Actions said they didn't pay on EPP. And because my husband's Pic ID expired on the last birth certificate, he has to apply online for a State B.C. which is expensive.

After all this the Q. Did Ms McNinch Make Initial Payment? Ms Yarbrough said "The Company's records show its patience with Ms McNinch,". I say that we have shown mercy and patience in trying to pay a debt that was wrongly issued to us.

We use the Air conditioner of the home (Central Heat + air) But we did use space heaters not knowing the Bill was getting higher.

I, Sheryl McNinch, didn't know I was put
on EPP until April '14. Because of this,
I motion that DE be responsible for
the disputed Debt and we are not.

Sheryl McNinch